



Office of the  
Administrative Assistant to  
the Secretary of the Army



Logistics Services  
Washington (LSW)

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June 2015

## DoD Passport and Visa Office Newsletter

### Message from the Director



**Dr. Toye Latimore**  
Director, LSW

Welcome to the May issue of our passport and visa newsletter. This month, I would like to remind all IMCOM Acceptance Facilities of the upcoming AFO inspections conducted by the Acceptance Facility Oversight (AFO) team later this year. We have attached a list of the facilities to be inspected on the following pages.

Mr. Bill Paquin is the POC to address any issues with the agents and has taken on the task to ensure that the AFO inspectors have

access to the installations and facilities. Mr. Paquin can be reached at DSN (314) 544-1540 or email

[william.p.paquin2.civ@mail.mil](mailto:william.p.paquin2.civ@mail.mil)

I would also like to thank the IMCOM Regional Director, Mr. Michael Formica, for his support in this effort.

Note that agents must be present and the inspectors must be able to get on post and have access to the facility in order to pass. AE Form 190-16F must be completed to provide non-DoD employees access to Army installations. If inspectors are unable to inspect a facility on the pre-coordinated date, the facility will fail the inspection.

I can't stress enough the importance of these inspections. All DoD acceptance agents are expected to follow the State Department passport acceptance proce-

dures outlined in the Federal and Military Passport Agent's Reference Guide (F.M. PARG).

The goal of the inspections is to ensure that the integrity of the U.S. passport is preserved and that the PII of our DoD military and civilian personnel and their families is protected.

LSW is available to provide the current F.M. PARG, answer questions, or assist with issues you may run into, while you are preparing for your upcoming inspection.

We understand and thank all DoD acceptance agents for the critical work they do in support of our service members and their families.

Dr. Toye Latimore  
Director, LSW  
[Toye.Y.Latimore.civ@mail.mil](mailto:Toye.Y.Latimore.civ@mail.mil)

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## Message from the Director (Continued)

LSW is losing a great asset on 26 June 2015. Ms. Nicole Jungermann has accepted a new position with the Department of State and she will be sorely missed. Ms. Jungermann is our resident expert on all passport and visa issues. As a Branch Chief for the Customer Service Division, she has been instrumental in helping us solve many issues, developed many relationships and has always put the war fighter first and foremost in every situation. Ms. Jungermann is mission focused and has never turned down a challenge or opportunity to help the family member, civilian or service member.

On behalf of LSW, I would like to say, Nicole, job well done, and you will surely be missed. Thank you for everything that you have done and will continue to do on behalf of the service members, their families, and DoD civilians. The Department of State is gaining a valuable employee, and we wish you nothing but the best. We will miss you and wish you much success in the future!

Always, Dr. Latimore

### Customer Service Branch:

(Left to right): Joanna Jerrell, Ricky Kannamore, Nicole Jungermann, Addison Spencer, Keith Garrison, Debbi Cheek, and Warren Johnson



Dolly Fugate (left) and Betty Siadto



SFC Marvin Hicks and SGT Tiffany Millender

**AFO Inspections - Europe 2015**

<u>Facility</u>	<u>AFO's Anticipated Schedule</u>
<b>Belgium - 2</b>	
USAG BENELUX SHAPE-CHIEVRES, US COMMUNITY SERVICES CENTER	Friday, 9/18, 11:30
USAG BENELUX-BRUSSELS	Friday, 9/18, 8:30
<b>Germany - 17</b>	
USAG BAVARIA MILITARY PERSONNEL DIVISION	Wednesday, 9/16, 14:00
KELLEY BARRACKS PASSPORT OFFICE, AFRICOM OFFICE OF SHARED SERVICES	Tuesday, 9/15, 13:30
USAG WIESBADEN MPD, PASSPORT OFFICE CLAY KASERNE	Monday, 9/14, 9:00
USAG BAVARIA-HOHENFELS, CHRIS J SAUCEDO FAMILY AND SOLDIER READINESS CENTER	Thursday, 9/17, 10:00
USAG STUTTGART PASSPORT OFFICE USAG STUTTGART	Tuesday, 9/15, 9:00
SPECIAL OPERATIONS COMMAND EUROPE, USAG STUTTGART PATCH BARRACKS	Tuesday, 9/15, 11:30
USAG BAVARIA-GARMISCH, DIRECTORATE OF HUMAN RESOURCES	Friday, 9/18, 9:00
USAG ANSBACH PASSPORT OFFICE, KATTERBACH KASERNE	Wednesday, 9/16, 10:30
DEFENSE CONTRACT AUDIT AGENCY EUROPEAN BRANCH OFFICE AMELIA EARHART COMPLEX	Monday, 9/14, 11:30
52 FSS/FSMPS/PASSPORT OFFICE, SPANGDAHLEM AIR BASE	Wednesday, 9/16, 13:30
LANDSTUHL REGIONAL MEDICAL CENTER LANDSTUHL KASERNE	Tuesday, 9/15, 14:00
DEFENSE THREAT REDUCTION AGENCY - EUROPE DTRA EUROPEAN OPERATIONS DIVISION	Tuesday, 9/15, 8:30
DIRECTOR OF HUMAN RESOURCES, CENTRAL PROCESSING FACILITY, USAG BAUMHOLDER	Wednesday, 9/16, 9:00
USAG RHEINLAND PFALZ PASSPORT OFFICE, KLEBER KASERNE	Monday, 9/14, 13:00
786TH FORCE SUPPORT SQUADRON RAMSTEIN AIR BASE, GERMANY	Tuesday, 9/15, 11:00
GEILENKIRCHEN NATO AIR BASE, GERMANY	Thursday, 9/17, 9:00
598TH TRANSPORTATION BRIGADE SEMBACH KASERNE	Monday, 9/14, 9:00
<b>Italy - 6</b>	
AVIANO PASSPORT OFFICE AVIANO AIR BASE	Tuesday, 9/15, 13:00
CENTRAL PROCESSING FACILITY, US ARMY GARRISON VICENZA	Tuesday, 9/15, 09:00
PERSONNEL SUPPORT DETACHMENT NAPLES ITALY, NAVAL SUPPORT ACTIVITY NAPLES ITALY	Thursday, 9/17, AM
US NAVAL HOSPITAL NAPLES, ITALY NAVAL SUPPORT ACTIVITY NAPLES	Thursday, 9/17, PM
US NAVAL HOSPITAL SIGONELLA	Monday, 9/14, 8:30
PERSONNEL SUPPORT DETACHMENT SIGONELLA ITALY, NAVAL AIR STATION SIGONELLA ITALY	Monday, 9/14, 11:30

**AFO Inspections - Europe 2015**

<u>Facility</u>	<u>AFO's Anticipated Schedule</u>
<b>Netherlands - 1</b>	
JOINT FORCES COMMAND BRUNSSUM, USAG BENELUX-SCHINNEN	<b>Thursday, 9/17, 13:00</b>
<b>Portugal - 1</b>	
65TH FORCE SUPPORT SQUADRON, CUSTOMER SUPPORT SECTION LAJES FIELD, AZORES, PORTUGAL	<b>Friday, 9/18, 10:00</b>
<b>Spain - 2</b>	
US NAVAL ACTIVITIES SPAIN, US NAVAL STATION ROTA SPAIN	<b>Tuesday, 9/15, 10:00</b>
PERSONNEL SUPPORT DETACHMENT ROTA SPAIN, NAVAL STATION ROTA SPAIN	<b>Wednesday, 9/16, 10:00</b>
<b>Turkey - 1</b>	
39TH FSS, MILITARY PERSONNEL SECTION INCIRLIK AIR BASE, TURKEY	<b>Monday, 9/14, 08:00</b>
<b>United Kingdom - 7</b>	
423RD FORCE SUPPORT SQUADRON RAF ALCONBURY UK	<b>Wednesday, 09/16, 10:00</b>
JOINT INTELLIGENCE OPERATIONS CENTER EUROPE ANALYTIC CENTER RAF MOLESWORTH	<b>Wednesday, 09/16, 14:00</b>
CUSTOMER SERVICE, 421 ABS/FSMPS RAF MENWITH HILL STATION	<b>Thursday, 09/17, 14:00</b>
48 FSS/FSMPS, RAF LAKENHEATH UK	<b>Tuesday, 09/15, 14:00</b>
422 AIR BASE SQUADRON ROYAL AIR FORCE CROUGHTON	<b>Monday, 09/14, 14:00</b>
SPECIAL UNITED STATES LIAISON OFFICE LONDON, GOVERNMENT COMMUNICATIONS HEADQUARTERS	<b>Monday, 09/14, 10:00</b>
100 FORCE SUPPORT SQUADRON RAF MILDENHALL	<b>Tuesday, 09/15, 10:00</b>

## Customer Service Operations (CSO)

Greetings from the Customer Service Division! As we announced in the April newsletter, we tested and deployed the new training registration process on the Passport Matters website. We want to thank you for pointing out and helping us find some of the errors we didn't catch initially. If you are a current agent and experience issues when registering for training or accessing the Passport Matters website, please email us with a detailed description of the problem and a screenshot. Thank you for working with us and your patience in resolving these issues.

Moreover, agents can locate other DoD Passport Acceptance Facilities by utilizing the "Search Agents" feature. This is a valuable tool you can use to assist customers who would have to travel too far to get to your facility. However, please be considerate of your fellow passport agents and let them know if you refer a customer to their facility.

port agent and a facility manager, please email SIA an Acceptance Facility Change Form at [CA-PPT-SIA-CS@state.gov](mailto:CA-PPT-SIA-CS@state.gov) and courtesy copy LSW's facilities inbox [usarmy.belvoir.hqda-oaa-dol-w.mbx.paaf@mail.mil](mailto:usarmy.belvoir.hqda-oaa-dol-w.mbx.paaf@mail.mil) to either remove you as the facility manager or add your next higher command POC as the facility manager.

Access VPAS to look up the status of your applications in our office and search for other DoD agents:

<https://secureappcac2.hqda.pentagon.mil/vpas/>

We ask again that passport agents become familiar with and use the tools that have been available for some time now. For example, the Visa Passport Application System (VPAS) allows passport agents to view the status of their passport and visa applications being processed in our office.

We would also like to remind those agents, who are not in compliance with the two-year training requirement, that their agent ID and status as a passport agent will be deactivated if they do not successfully complete training by the end of FY 16. Our records show that there are still over 200 agents who have not attended the required training.

Finally, the visits by the Acceptance Facility Oversight (AFO) office are on track to complete the first round of inspections for DoD facilities by the end of this fiscal year. If you are on the list of facilities to be inspected, we are asking for your continued support to maximize AFO's efforts.

### **Contact Us:**

(703) 545-0003/0004 or  
[usarmy.pentagon.hqda.mbx.lsw-passport-visa-customer-service@mail.mil](mailto:usarmy.pentagon.hqda.mbx.lsw-passport-visa-customer-service@mail.mil)

**Training Program:** [usarmy.belvoir.hqda-oaa-dol-w.mbx.executive@mail.mil](mailto:usarmy.belvoir.hqda-oaa-dol-w.mbx.executive@mail.mil)

**Facility Inspections:** [usarmy.belvoir.hqda-oaa-dol-w.mbx.paaf@mail.mil](mailto:usarmy.belvoir.hqda-oaa-dol-w.mbx.paaf@mail.mil)

**Passport Matters Website:**  
<https://passportmatters.hqda.pentagon.mil/>

**Division Chief, CSO**  
Email: [stephen.j.morgan.civ@mail.mil](mailto:stephen.j.morgan.civ@mail.mil)  
Phone: 703-545-6199

When registering for training, note that you will need to register and attend for a two-day training class if your most recent training was more than two years ago. With units already working on year-end spending plans, I recommend you sign up sooner rather than later to secure a seat in one of the scheduled courses.

Earlier this month, the Division Chief, Steve Morgan, notified those facilities, whose managers were also active acceptance agents. In said email notification, it was explained that facility managers should not also be one of the facility passport agents. If you are a pass-



Left to right: Dave Venor, Fabian Watson, Edmund Snead, and Steve Morgan.



## Passport and Visa Division

### Recent Changes and Updates

**Colombia:** DoD travelers no longer require a visa for TDY/TCS travel of 90 days or less.

**Georgia:** The Republic of Georgia has a new online application requirement at <http://www.geoconsul.gov.ge/>. Print the completed visa application and sign in ink. Mail visa application and no-fee passport to the Passport and Visa office for processing.

**Iraq:** A curriculum vitae (CV) or resume is required with each diplomatic visa request for Iraq.

**UAE:** The new visa application form can be found on Passport Matters and should be used when applying for a UAE visa. Effective 15 June, old application forms will no longer be accepted.

[https://passportmatters.hqda.pentagon.mil/Requirements/Visa\\_Requirements.aspx?country\\_name=United Arab Emirates](https://passportmatters.hqda.pentagon.mil/Requirements/Visa_Requirements.aspx?country_name=United Arab Emirates)

**UK:** As of 30 May 2015, dependents of military members being assigned to the UK DO NOT have to apply for a visa before PCSing UNLESS they are nationals of nations on the UK Visa Nationals List. If a military dependent is a national of a country listed on this site ([http://www.materials.ox.ac.uk/uploads/file/V-6VisaandNon-VisaNationals\(Jan-14\).pdf](http://www.materials.ox.ac.uk/uploads/file/V-6VisaandNon-VisaNationals(Jan-14).pdf)), the dependent MUST apply for a visa and provide biometrics prior to PCS regardless of the length of their stay.

**Turkey:** A visa is NOT required for eligible family members (i.e., command sponsored) if eligible family members are listed on the military orders per NATO SOFA.

**Reminder: Please always check the Foreign Clearance Guide to verify the most current passport and visa requirements** <https://www.fcg.pentagon.mil/>

We attended the Regionally Aligned Forces VTC in early May. There are numerous upcoming exercises scheduled and we recommend all passport agents get their applications in as early as possible, especially with the start of the summer rush period.

Thank all passport agents who attended our quarterly VTC in late April.

This month, we are introducing you to another key member of our team, Ms. Britney Coles. She was born and raised in Northern Virginia and graduated from TC Williams High School. While completing her undergraduate degree at Norfolk State University, Britney interned at LSW from 2011 to 2012 and processed passports and visas as part of the Passport and Visa Office's team.

After graduating, she joined LSW full time. Prior to her assignment at the front counter, she was a member of the training team. Ms. Coles is proud to provide customer service to our service members and their families and particularly enjoys that there is always something new to learn in her current position.

In her free time, she enjoys music, singing, working out and spending time with family and friends. Ms. Coles is presently working towards her Master's Degree in Executive Leadership at Liberty University.



Britney Coles

## Passport and Visa Division



LSW couriers: Kodell Bovain (left), Jordan Delisser (center), and Robert Green



SPC Cinnamon Tua and Derek Goodwin



Herb McCoy

Friendly Reminder: Passport applications must be sent to SIA (unless you have been instructed by the State Department to ship your passport applications to the Charleston Passport Center).

Do not mail passport applications to the Passport and Visa Office at Fort Belvoir.

### Mailing Addresses

**U.S. Department of State  
Passport Services  
Special Issuance Agency  
(CA/PPT/SIA)  
44132 Mercure Cir  
PO Box 1185  
Sterling, VA 20166-1185  
(202) 485-8200**

***Visa applications only!*  
Logistics Services Washington  
DoD Passport and Visa Office  
9301 Chapek Road, Bldg. 1458  
Fort Belvoir, VA 22060  
(703) 545-0003/0004**

### Contact Us:

(703) 545-0003/0004 or  
[usarmy.pentagon.hqda.mbx.lsw-passport-visa-customer-service@mail.mil](mailto:usarmy.pentagon.hqda.mbx.lsw-passport-visa-customer-service@mail.mil)

Passport Matters Website:  
<https://passportmatters.hqda.pentagon.mil/>

**NCOIC, UAE Visa Requests:**  
[marvin.e.hicks@mail.mil](mailto:marvin.e.hicks@mail.mil)

**TSD Division Chief:**  
[thomas.w.wiecks.civ@mail.mil](mailto:thomas.w.wiecks.civ@mail.mil)

**Acting Chief, Visa Branch:**  
[anthony.m.lipanovich.civ@mail.mil](mailto:anthony.m.lipanovich.civ@mail.mil)

**Chief, Passport Branch:**  
[herbert.mccoy3.civ@mail.mil](mailto:herbert.mccoy3.civ@mail.mil)